

INFORMATION

EXCHANGE

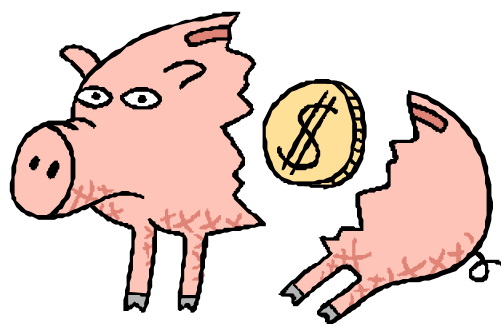
June 2004

Resources for Workforce Development Programs

Contents

<i>Workforce Development Update</i>	2
<i>CWA Presents Facilitative Leadership in Action</i>	3
<i>Department of Rehab Training</i>	3
<i>One-Stop Connection Workshop</i>	3
<i>Call for Nominations for 2004 NASWA Awards</i>	3
<i>Don't Talk Jargon, Talk Business</i>	4
<i>LA County Youth TELL-A-FRIEND</i>	4
<i>SouthBay Resource Center</i>	5
<i>Region 6 Means Business</i>	5
<i>More Worthy Web Sites</i>	5
<i>Check It Out!</i>	6
<i>June Calendar</i>	7

**Looking for training that won't
"break the bank"?**



Call the Employment Training Network!

The Employment Training Network (ETN) can provide assistance with training fees for your Workforce Investment Act funded programs.

We maintain a database of on-call consultants who will come to your agency and offer assistance with programs currently operating or help develop new ones.

You may also take advantage of our free lending library. We have materials available for loan on a wide variety of workforce development topics. (See Page 6)

The ETN can also reimburse travel fees if you are interested in visiting another program to learn about their operation first hand!

Call the ETN at (916) 654-8896 - we're here to help!



ASSOCIATION OF CALIFORNIA SCHOOL ADMINISTRATORS

Workforce Development Update

The Capacity Building Unit (CBU) of the Workforce Investment Division provides staff development training and technical assistance to the workforce community.

The CBU curriculum is focused on the Workforce Investment Act (WIA). Courses are listed in the CBU Catalogue located at: www.edd.ca.gov/wiarep/wiacat.htm. Please consult the Training Calendar at www.edd.ca.gov/wiarep/wiacal.htm for the most current schedule.

One of the newly added courses you won't want to miss is described below:

Quick Fixes for Frontline Staff -

Are you wondering how you will accomplish everything required of you on the job? Do you have multiple rush priorities, all due at the same time? How about that co-worker who challenges your sanity on a daily basis, or the client who is perpetually angry? If you answer yes to any of these questions, then you need a *quick fix*. This workshop will provide a day full of ideas to help you meet the daily challenges and generate positive energy to achieve your workplace goals. Workshop topics include:

- Organizing your time
- Reinvigorating yourself
- Managing transition
- Dealing with angry people
- Resolving conflict

For each topical area, the objective is for participants to be able to name three quick fixes (methods) for solving their challenges.

This course is intended for career development and workforce investment professionals who work with WIA participants, including case managers, intake and assessment, reception, workshop leaders, job developers, and employment specialists.

Contact Michelle Haakenson at (916) 654-9815 or email Mhaakens@edd.ca.gov to arrange to either host or attend this workshop.

Mark Your Calendars!

Youth Council Institute - *Workshops on Involving Youth in Organizational Planning, Policy, and Decision-Making*

June 2, 2004 - Sacramento, CA

June 3, 2004 - Orange County, CA

June 4, 2004 - Monterey, CA

calworkforce.org/CWA/whatIsNew.php?contentID=2

WorkNet Solutions - *The WorkNet Model: Career Development for People with Barriers*

June 7-11, 2004 - San Diego, CA

Call (626) 810-4447

California Workforce Association (CWA) - *Facilitative Leadership in Action, Basic Group Facilitation Methods*

June 15-16, 2004 - Los Angeles, CA

calworkforce.org/CWA/whatIsNew.php?contentID=2

American Society for Quality (ASQ) Western Regional Conference - *An Obsession for Excellence: Making Your Organization Reach Higher*

June 23-25, 2004 - Sacramento, CA

www.asq605.com/ConferenceWebpagever1.doc

or call ASQ at (800) 248-1946

Disability Management Employer Coalition (DMEC) Annual Conference - *Building Bridges to Productivity and Profitability*

July 18-21, 2004 - San Francisco, CA

www.dmec.org/conference/2004/default.cgi

California Workforce Association (CWA) and Larry Robbin and Associates - *From Jails to Jobs*

July 20, 2004 - Los Angeles

July 27, 2004 - Oakland

www.calworkforce.org

California Workforce Association (CWA) - *Meeting of the Minds in Monterey - The Whole Elephant*

September 7 - 9, 2004 - Monterey, CA

www.calworkforce.org

State of New Jersey/Global Skills Exchange (GSX) - *FOCUS 2004-Beyond Education and Training*

October 5, 6, & 7, 2004- Atlantic City, NJ

www.focusonskills.info

Training Opportunities

CWA Presents Facilitative Leadership in Action

Are you responsible for leading, facilitating or managing a team or group? This training is designed for you!

Gain hands-on experience practicing methods and exploring ways to apply them to your specific situation. You will learn three proven processes to: Engage active participation; Increase team investment; Build group consensus; Move from discussion to decision; and Produce practical action plans.

The training will be conducted by Virginia Hamilton, Executive Director of the California Workforce Association and John Baker, President of Strategies for the Future, on June 15 and 16, 2004 at the Marina Del Rey One-Stop in Marina Del Rey, California.

For more information, please visit: www.calworkforce.org/CWA/whatIsNew.php?contentID=2

Department of Rehabilitation Training Available

The Disability Access Section (DAS) of the Department of Rehabilitation (DOR) provides services regarding disability awareness and program and physical access at the One-Stop Career Centers. DOR offers free training and consulting services to One-Stop Career Center staff and partners through an Interagency Agreement with the Employment Development Department. Classes currently being offered include:

Access Academy (Physical Access Surveys) - Participants will learn how to perform a physical survey, with discussions for proposed solutions to barrier removal.

Tap into the SAP (Self-Assessment Process) - This course demonstrates tools and strategies for the Self-Assessment Process at the One-Stop Career Centers and Local Workforce Investment Areas.

For additional training information, please contact Bobby R. Aglubat Jr., DAS Training Coordinator, at DOR/DAS, 2000 Evergreen St., Sacramento, CA 95815; or call (916) 263-8695; or email dastraining@dor.ca.gov.

One-Stop Connection Workshop

In conjunction with the California Department of Social Services and the California Workforce Investment Board, the Workforce Investment Division (WID) Capacity Building Unit will offer a series of regional half-day workshops throughout the State entitled "One-Stop Connection: Employment and Training Opportunities for Current and Emancipated Foster Youth." This half-day workshop is intended for policy makers, direct service providers, referral agency practitioners, and others who desire assistance connecting current and emancipated foster youth to the Workforce Investment Act (WIA) One-Stop system.

The training will focus on the profile of foster youth, WIA and foster youth funding and program basics, WIA adult and youth one-stop operations, WIA and foster youth program service provider partnerships and availability of Foster Youth Education and Training Vouchers Program (Chaffee Foster Care Independence Program Funds) and, WIA and foster youth program performance measures and outcome requirements.

The WID is initially planning to provide six regional training presentations. The proposed locations are Chico, Hayward, Fresno, San Bernardino, Los Angeles, and San Diego. The Local Workforce Investment Areas will be contacted to host the workshops, and the training schedule will be distributed when sites have been secured. The schedule will be posted at www.edd.ca.gov/wiarep/wiacat.htm.

For more information contact Hal Readdick, Regional Advisor, at (916) 657-4346 or email hreaddic@edd.ca.gov.

Program Recognition

Call for Nominations for 2004 NASWA Awards

Each year, at the National Association of State Workforce Agencies' (NASWA) Annual Conference, the Board of Directors presents several national awards that have a long history of recognizing contributions to the success of the nation's public workforce system.

NASWA has recently issued a "call for nominations" for this year's awards program. The deadline for nominations is June 21, 2004.

For more information, please visit www.workforcetools.org/whatsnew_secondary_05-2004.asp

Business Services

Don't Talk Jargon, Talk Business!

In the workforce development field we speak a special language. It is our own language and definitely not the language of our business customers. We use our language so often and so easily that it is difficult to see it as being difficult to understand. One test of our language in relationship to our business customers is to ask the question of whether or not our terminology is something that is also used by business people or appears in business publications.

How often do the business people in your community use the words one-stop, assessment, job development, retention follow up etc.? They probably don't use them at all or certainly not as often as we use them. You would be surprised at how many of my private sector clients have been turned off by the language used by people representing our organizations. It is one of the major reasons that they believe that our services will not work for them because we don't speak their language when we talk.

Try making some of these substitutions and you will start changing your image in the mind of your business customers. Call a one-stop a joint venture. Describe job development as personnel services. Change assessment to evaluation. Give your retention services a business name by calling them your Management Assistance Plan. Don't describe ojt as wage reimbursement. What you are really doing with an ojt is buying the training of the business. Call ojt your Training Purchasing Plan. Look at all the language you use and decide if it really speaks business.

Call private sector employers 'business people'. They don't call themselves employers because it is just a small part of their identity. Translate workforce development jargon into business language and you will be on the road to talking like businesses think!

Authored by Larry Robbin, a workforce development trainer for over 35 years. Contact (510) 834-8524 or email larryrobbin@aol.com. Article originally appeared in HRMS E-publication, Net Assets. View entire publication at www.hrms.net.

Exemplary Programs

LA County Youth TELL-A-FRIEND!

Los Angeles County has had great success in recruitment of students into their youth program, preparing them for getting and keeping a job. (Reprinted as published on the Employment Development Department's Workforce Development Promising Practices web site.)

Successful practice: In order to boost recruitment of students to the Regional Occupation Training Program, Communities In Schools (CIS) has initiated the TELL-A-FRIEND Program. When students tell a friend about the CIS program and bring them in for services, participants are rewarded and receive two free movie or shopping certificates. Youth are rewarded only after their friends have completed 50% of the program.

Each CIS student is required to conduct a self-directed job search upon completing 10 core-element trainings. As part of this effort, students are required to sign up with at least one WorkSource Center in the area, join the Job Club and attend at least two workshops/seminars. CIS has developed the WorkSource Referral Form, and the Job Club/Seminar Attendance Form, which must be signed by a representative at the Center each time the student attends. Through this effort CIS is able to assist students in getting the maximum benefits from its WorkSource Center partners. Students are rewarded with two free movie passes when they attend two seminars and six Job Club sessions.

Outcome: Between 25-30% of all youth participants are referred by the TELL-A-FRIEND program. JOB CLUB has an 80% job placement rate.

Resources: Compton Chamber of Commerce, One-Stop Career Centers, Board Members, Internet, parents, students. Costs are very low as all rewards are from donated movie and shopping certificates.

Partners working together: Compton High School, Centennial High School, Davis Middle School, Willowbrook Middle School, Compton Chamber of Commerce, One-Stop Career Centers, parents, students, and Youth Centers located in shopping malls.

Contact: Artricia Woods. Telephone: 310-637-7422 or email: artricia@aol.com.

For more promising practices in workforce development, please visit: www.edd.cahwnet.gov/wiarep/wiappabout.htm

South Bay Develops Business Services Model

The South Bay Workforce Investment Board's (SBWIB's) newest program, the South Bay Business Resource Network (the Network) is an economic development support program created by SBWIB in cooperation with a broad coalition of public and private organizations serving the coastal South Bay region of Los Angeles County.

The SBWIB believed that action was necessary in response to the private sector's growing concerns with workforce issues, and the need to enhance the way in which local firms access governmental resources for businesses. Operating as a single system, the Network's mission is to promote and support a vibrant economy by helping businesses reduce their costs, increase productivity, and increase the potential for profitability. The goal of the Network is to create an enhanced economic environment in which businesses are more likely to remain healthy, competitive and successful.

The Network will provide a substantial menu of resources and services, which private companies can take advantage of in order to meet many of today's business challenges, reduce and in some cases avoid unnecessary costs, and plan and improve their operations.

Several individual resources will be offered by Network members under the following major categories:

- *Staffing Assistance
- *Business and Entrepreneurial Development Services
- *Labor Exchange Services
- *Disability Services for Employers
- *Workplace Performance Improvement Services
- *Human Resource Solutions
- *Corporate Services

The Network will serve an important lay-off aversion and business retention function by addressing business capacity issues and operational needs, which without intervention or support, may eventually render local firms less able to keep pace with competitive demands nor capitalize on new market opportunities. By helping local businesses grow and succeed, worker dislocations are more likely avoided while creation of new job opportunities is promoted at expanding firms.

Upon completion of the Network's research and development phase, responsibility for day-to-day operation will be handed to SBWIB's 501(c)(3) nonprofit arm, the South Bay Workforce Investment Consortium, Inc. The SBWIB believes this voluntary network will demonstrate how public and private partners can collaborate, economize resources, and operate effectively as a single service system to better meet the needs of businesses across a mutually defined service territory.

For additional information on this innovative economic development support-business services model, please call Jan Vogel, Executive Director or Robert T. Mejia, Employment Services Manager at the South Bay Workforce Investment Board at (310) 970-7700. Although the site is still under construction, you can also obtain information on the Network at www.southbayresource.net.

Region 6 Means Business!

The U.S. Department of Labor (DOL) Employment and Training Administration (ETA) Region 6 has established a web site dedicated to providing resources for improving our system's service to business, which will lead to greater success for our job-seeking customers. When you visit this web site, you will find a vast amount of information intended to inspire replication for results.

Select Events and Training and you will find a schedule of events sponsored by the Region 6 Means Business team over the next three months, as well as information about past events. Several events will be conducted through an on-line symposium format that will feature guest speakers via teleconference and extended participant discussion and information sharing on an on-line discussion board system.

The Resources/Links Directory provides a variety of on-line resources and business outreach materials. The National Business Leadership Partnerships National Map contains detailed information on business service strategies in local partnerships within the six regions supported by DOL.

Please visit www.doleta.gov/regions/reg06/region6/region6_means_business/index.cfm and see for yourself!

Check It Out!

The resource materials listed below are available for loan from the ETN library. Please leave a message at (916) 654-8386 with your requests. Available items will be shipped within 24 hours of request. If an item is already checked out, you will be placed on a reserve list.

EMPLOYABILITY & LIFE SKILLS

:60 Second Stress Management, The Quickest Way to Relax and Ease Anxiety, New Horizon Press (J2092)

Emotional Intelligence Works, Developing "People Smart" Strategies, Crisp Publications (J2093)

Self-Esteem & Peak Performance, CareerTrack (Cassette Tapes) (J2122-CA)

Anger Is Not An Emotion, Be You, Inc. (J2123)

The Power of Positivity, 80 Ways to Energize Your Life, SkillPath Publications (J2129)

A Winning Attitude, How to Develop Your Most Important Asset!, SkillPath Publications (J2132)

Getting to Yes, Negotiating Agreement Without Giving In, Second Edition with Answers to Ten Questions People Ask, The Penguin Group (J2188)

Managing Workplace Negativity, Amacom (J2232)

CONFLICT RESOLUTION

Solving People-Problems on the Job, Communication Briefings (Video) (J1645-AV)

A Manager's Pocket Guide to Dealing with Conflict, HRD Press (J1952)

Managing Disagreement Constructively, Conflict Management in Organizations, Crisp Publications (J2011)

TIME MANAGEMENT

The Everything Time Management Book, How to Get it All Done and Still Have Time for You!, Adams Media Corporation (J2151)

Manage Your Time Better, Jack Wilson & Associates, Inc. (Video) (J2192-AV)

Conquer the Chaos: The Best Ideas in Time Management, Briefings Publishing Group (Video) (J2215-AV)

NETWORKING

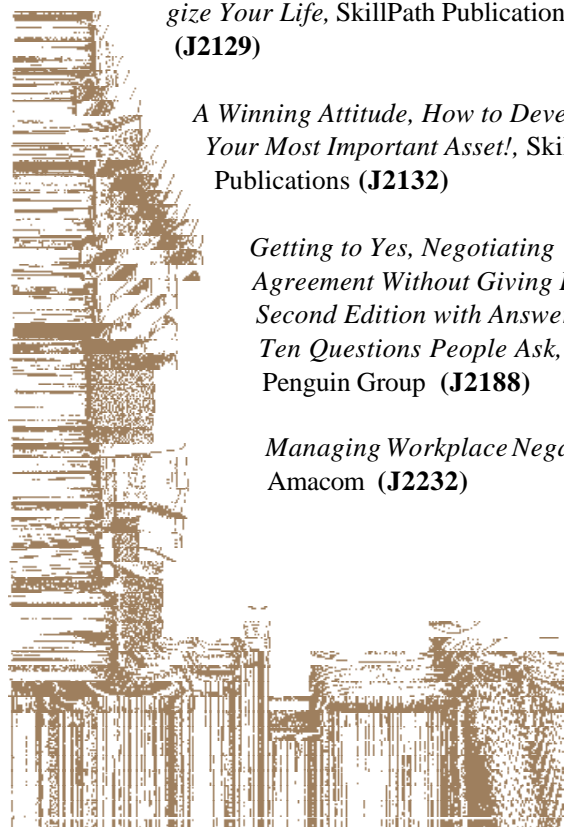
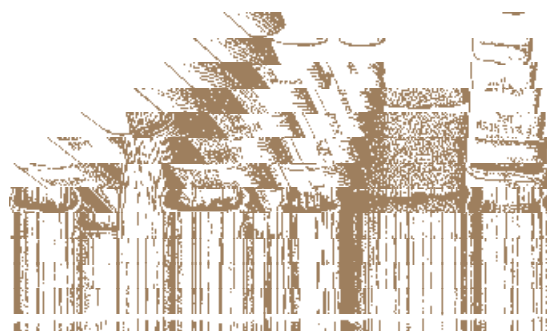
Networking for Everyone!, Connecting with People for Career and Job Success, JIST Works, Inc. (J2140)

Masters of Networking, Building Relationships for Your Pocketbook and Soul, Bard Press (J2159)

SUPERVISION

Excellence in Supervision, Essential Skills for the New Supervisor, Crisp Publications (J2074)

50 One-Minute Tips for Retaining Employees, Building a Win-Win Environment, Crisp Publications (J2139)



INFORMATION EXCHANGE

June 2004

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3	4
		Youth Council Institute-Workshops on Involving Youth in Organizational Planning, Policy, and Decision-Making See Pg. 2 for locations- www.calworkforce.org/CWA/whatIsNew.php?contentID=2		
7	8	9	10	11
	WIA Fiscal Requirements <i>El Centro-</i> (760) 353-5050 WIA One-Stop Team Building <i>Oakland-</i> (510) 768-4442	Assess with Finesse <i>Los Angeles City-</i> (213) 847-6545 Quick Fixes for Frontline Staff <i>Los Angeles City-</i> (213) 847-6545		
WorkNet Solutions-The WorkNet Model: Career Development for People with Barriers <i>San Diego-(626) 810-4447</i>				
14	15	16	17	18
	California Workforce Association-Facilitative Leadership in Action, Basic Group Facilitation Methods <i>Los Angeles-www.calworkforce.org/CWA/whatIsNew.php?contentID=2</i>			
21	22	23	24	25
	Local Partnerships Under WIA <i>Oakland-</i> (510) 768-4442	American Society for Quality (ASQ) Western Regional Conference- An Obsession for Excellence: Making Your Organization Reach Higher <i>Sacramento-www.asq605.com/ConferenceWebpagever1.doc</i>		
28	29	30		
	WIA Case Management for Adults <i>Oakland-</i> (510) 768-4442			

*Training in shaded boxes conducted by the Capacity Building Unit - www.edd.ca.gov/wiacal.htm

INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK

c/o EDD/WID

PO Box 826880 MIC 69
Sacramento, CA 94280-0001

THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

Information Exchange is published bi-monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - dcoad@edd.ca.gov; Internet site: www.trainingnetwork.org

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

EDD is an equal opportunity employer/program.